ABSTRACT OF THE DISCLOSURE

A system and method are provided for managing diagnostic and performance information for communications system terminal endpoints (TEs) communicating over an Internet Protocol (IP) network. The TEs communicate by transmissions that are voice, modem, facsimile, video, data transmissions, or the like. A Diagnostic Supervisor (DS) transmits Diagnostic Configuration Messages (DCMs) to the TEs. The TEs generate Diagnostic Messages (DMs) based on diagnostic information, including error statistics, voice statistics, facsimile statistics, video statistics, data statistics, or the like, concerning IP network transmissions in which the TEs participate. The DCMs instructs the TEs how to format and when to transmit DMs. The DMs are transmitted by the TEs to the DS. In a system with more that one DS, the TEs can transmit DMs to the plural DSs, other TEs or any network devices. The DS can be programmed locally or remotely to send various types of DCMs. The DS can also be programmed locally or remotely to provide diagnostic reports based on DMs to network users or to the network administrator. In the system and method, a relationship is provided in which diagnostic information is used to determine the quality of service of a call. The quality of service may be based on communication parameters including number of collisions, jitter, amount of loss packets and amount of the network usage, for example. Further, diagnostic information is used for adjustment of the packet size used in the transmission, disconnect supervision, answer detection, attendant supervision, billing management, rerouting of IP transmissions to the PSTN, and the like.